



VIP Giraffe Experience

Terms & Conditions

- 1.1 When the duration and content of the experience is mentioned / advertised, this is an approximate indication and may differ on the day of your booked experience
- 1.2 Chester Zoo reserves the right to ask any participant to leave the zoo and the Reserve should they behave in an inappropriate or unsafe manner, no refund shall be given
- 1.3 The VIP giraffe experiences are available to adults and children aged 6 and over, however children under 11 years cannot directly feed the giraffes, and all children (6 – 15 years) must be accompanied by a spectating adult
- 1.4 Chester Zoo can accommodate groups of up to 4 that meet the above requirements to take part in the giraffe feed. Groups of 5 – 6 will instead take part in an alternative enrichment activity with warthogs
- 1.5 Regrettably, certain guests will be unable to take part in experiences including people with relevant phobias or known allergies, pregnant women, and immunocompromised individuals. These guests will not be able to take part in any animal encounters due to health and safety reasons. Manual wheelchairs, electric wheelchairs, and mobility scooters currently cannot be accommodated for in the giraffe areas. An alternative warthog experience will be offered to guests in wheelchairs or mobility scooters.
- 1.6 Whilst every effort will be made to accommodate those with a disability or learning difficulty, due to practicality and health and safety this cannot always be achieved; please contact us for advice before purchasing a booking. It is your responsibility to inform us if you have any medical condition that you or your doctor feels we should be aware of in order to ensure your safety. Failure to disclose this information may mean that you will be unable to participate in the experience on the day and no refund will be given
- 1.7 Chester Zoo reserves the right to reschedule any of the booked dates for the experiences within your stay at the Reserve. Chester Zoo will give as much notice as possible; however this cannot always be guaranteed
- 1.8 Chester Zoo reserves the right to alter or cancel the experience on any given day due to animal welfare or health issues or a change to the zoo's collection or insufficient staffing. Chester Zoo will give as much notice as possible; however this cannot always be guaranteed
- 1.9 In cases of severe weather the experiences may be rescheduled for another day within your stay at the Reserve; however this cannot always be guaranteed. Experiences may not take place when the weather gets too cold and the giraffes go indoors. Chester Zoo will endeavour to provide as much notice as possible but please be aware that cancellations may occur on the day of your experience for reasons beyond Chester Zoo's control
- 1.10 Chester Zoo reserves the right to cancel your experience if you arrive more than 10 minutes after your pre-booked meeting time; unfortunately your experience will not be rescheduled and no refund will be given
- 1.11 Chester Zoo stresses there is strictly no hands-on contact with the animals, and we cannot guarantee that all animals will be available or visible for the experience. Guests will be required to wear Personal Protective Equipment (PPE) for the experience, wellies for entering the animals' habitat, and gloves if taking part in the feed

Signature:

Date: